

COURT SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical assistance and training on automated information systems for users; troubleshoots court hardware and software problems; performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Court Systems Technician is distinguished from the class of Court Systems Analyst I/II in that the latter maintains and implements computed-based information systems and the former functions as liaison with the users on current and new systems.

ESSENTIAL FUNCTIONS

1. Listens to customer inquiries and description of software/hardware problems to diagnose type or source of difficulty; researches technical documentation to isolate nature of problem and identify corrective action; coaches user through solution to problem requiring attention; explains general operation and inter-relationship of computer equipment.
2. Documents reported problems and tracks them through resolution; collects request and problem report data and routes requests to appropriate technical staff; manages the help desk.
3. Instructs and assists court staff on the proper use of the system; provides follow-up and ongoing training for new and current staff.
4. Analyzes, sets up and configures terminals and personal computers in all applications; tests systems for operational integrity; maintains and updates current systems; develops written procedures and manuals.
5. Maintains liaison with the training providers; coordinates advanced training needs; provides input on content of training materials; assists with selection of training providers; facilitates the logistics for group classes and/or individual training.

6. Installs, configures and maintains personal computing equipment; reconfigures equipment and system software to meet changing user needs; diagnoses the causes of computer equipment failure, and conducts routine maintenance and repair of peripheral equipment (e.g. disk drives, scanners, printers).
7. Authorizes access to the system; creates and maintains profiles on the system; sets up permission authorization for shared folders between departments; maintains all aspects of computer security.
8. Develops, maintains and schedules job runs; reviews computer generated reports for accuracy and completeness; may assist with data analysis to determine training needs or system modifications/improvements.
9. Participates in the selection of PC vendors and software; configures, installs and deploys PCs to new users; assist with new installations, testing and upgrading of current systems as needed.
10. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Coursework in computer science and two years of information systems experience in the maintenance of personal computers and peripheral equipment, operating software, and local area networks, analyzing and developing application programs and troubleshooting technical computer problems or any combination of training and/or experience that could likely provide the desired knowledge and abilities. One year of computer science training in an approved school or training program can substitute for up to one year of the above-required experience.

Knowledge of

Functions and operations of microcomputers, application software, and of local area networks; general principles of manual and automated office practices; a variety of local area networks used by the Court; network topologies and wiring configurations; a variety of network protocols and commands; communications and computer hardware operation, troubleshooting, repair, and maintenance; data cabling and twisted pair methods; installation procedures; operation of highly technical diagnostic equipment; computer technology and database, spreadsheet and word processing software utilized by the Court; interpersonal techniques applicable to customer service/support; individual and group training techniques.

Ability to

Listen to and interact with customers; identify, analyze and resolve customer/user problems; troubleshoot, diagnose, and resolve computer

equipment problems; research technical documentation; interpret and apply information from technical manuals; use a variety of computer test equipment; understand electronic data paths; communicate on technical issues with individuals with varying degrees of computer familiarity; instruct others in the use of computerized information systems; develop training and written technical materials; explain technical information; determine user training needs; establish and maintain working relationships with Court staff, vendors and contractors; install, repair, and maintain computer equipment; document actions taken and maintain records; make decisions and independent judgments; organize and prioritize assignments, and meet deadlines.

Special Requirements

A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.

PHYSICAL CHARACTERISTICS

Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens. Ability to speak and hear at normal conversational levels in person and over the telephone. Manual dexterity to write legibly and to use a computer terminal; to use both hands to grasp and hold boxes, supplies, tools, and other stock items of various sizes and shapes. Ability to regularly lift, carry, and push more than 40 lbs.; and to reach, bend, or crouch to retrieve or store stock and other items. Ability to work outdoors in inclement weather as required; and indoors around fumes and dust.

Date Est.